

**Go through the following steps if you want to inform us that you LOST OR DID NOT RECEIVE your EBT card in English or Spanish.**

**If you wish to speak in a different language, call 1-800-359-6445. (This is a free call.)**

**Go through the following procedures using a touch-tone phone:**

1. Call 1-877-247-6328. (This is a free call.)
2. When your call is answered, the automated voice mail system will ask you if you wish to hear the directions in English or Spanish. **If you wish English, press 1 on your touch-tone phone or Spanish, press 2.**
3. The automated voice will then ask you to enter the 16-digit number on the front of your EBT card. **Do nothing. Do not enter the number from your card.**
4. The automated voice will state that they were unable to determine your card number and ask you once again to enter the 16-digit number on the front of your card. **Again, do nothing. Do not enter the number from your card.**
5. The automated voice will then ask you if you wish to report a lost, stolen or damaged EBT card. It will state that if you do, so, you should press 1. **Press 1 on your touch-tone telephone. (If you wish to speak in a language other than English or Spanish, say that language at this time.)**
6. You will then hear a customer service representative asking if you would like to report your card as being lost, stolen or damaged. **Say that you wish to report your card as being lost.**
- (Do not tell them that you want to change your address to receive a new card. Do not tell the individual how you lost your card, or do not tell the individual that you never received a card. Address changes must be reported to your caseworker.)
7. The individual will ask you to provide your Social Security number. **Say the Social Security number of the food stamp head of household.** (If you do not know whom the head of your food stamp household is, contact your caseworker.)
8. The individual will also ask you for your name. **Say the name of the food stamp head of household.**
9. The individual will ask you for your birth date. **Say the birth date of the food stamp head of household.**

10. The individual will then say that they have canceled your EBT card and that a new EBT card will be sent to you. They will also say that you should receive the new EBT card within five business days. (You will likely receive your card sooner than this.)

11. The call will end.

**If the customer service representative is not able to find you in the computer, call 800-359-6445. (This is a free call.)**

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